Classifying Correspondence

General, Administrative, Project/Case, and Transitory
UT Records Retention Schedule (UTRRS) Categories

- Correspondence to be retained as part of another record series, such as project files or case files
- Administrative Correspondence
- General Correspondence
- Transitory Information

Review the content of email to determine the retention category.
It’s the Content, Not the Delivery System

- Correspondence may be delivered:
  - electronically as email
  - by a postal or delivery service
- No matter how it gets to you, it’s the content that determines how you manage it.
If it’s in your inbox, you must manage it….

- **Do not** automatically delete all emails!
- Sort through your email to determine what needs to be retained.
- Retain the email when in doubt about its classification.
Retaining Email

The following rules apply to emails that must be retained as records. If you receive an email, and you:

- do not send a response via email, but respond by phone, retain the incoming message.
- send a response or a series of responses (a thread) via email, keep your last outgoing email showing the final response or the last incoming email that shows the final resolution of the correspondence.
- respond by forwarding it to someone else for resolution, retain the forwarding email.
Retaining Correspondence That Pertains to Another Record Series

- Record series AALL025 and AALL020 should not be used for correspondence that is included in or is directly related to another record series.
- For correspondence that is directly related to another record series, the department must use the retention code for that series, e.g., a project or case file.
Retaining Correspondence That Pertains to Another Record Series

Examples of correspondence that pertains to another record series:

- A memorandum that documents an appropriations request that must be retained for the minimum retention period for AALL011 Biennial Budget Requests
- A letter concerning an audit is retained for the same retention period as AALL003 Audit Records
Retaining Correspondence That Pertains to Another Record Series

To find the appropriate retention code for correspondence that is neither general nor administrative:

- See the Handbook of Business Procedures 20.2.2. How to Use The University of Texas at Austin Records Retention Schedule (UTRRS).
- Call Records Management Services (RMS) for assistance at 512-232-5647.
Administrative Correspondence

Administrative correspondence pertains to:

- the development, implementation, maintenance, and modification of university programs, services, or projects.
- the interpretation or development of university administrative regulations, policies, and procedures.
Retaining Administrative Correspondence

- Must be retained for 4 years.
- May require archival review.
- Use UTRRS UT Code AALL020
- Handbook of Business Procedures 20.2.2. How to Use The University of Texas at Austin Records Retention Schedule (UTRRS)
Retaining Administrative Correspondence

Archival review

- **is required** only for the administrative correspondence of the Office of the President and officers of the university reporting directly to the president.
- **can be requested** for other administrative correspondence with potential historical value.

The archival review process is initiated and facilitated by records management services once a request for disposition is made.
Retaining General Correspondence

- General correspondence pertains to routine university operations, e.g., requests for information.
- It must be retained for 2 years.
- Use UTRRS UT Code AALL025
- Handbook of Business Procedures 20.2.2. How to Use The University of Texas at Austin Records Retention Schedule (UTRRS)
Transitory Information

- Any message not related to university business
- Office plans for luncheons or other invitations
- Announcements and informational bulletins (one copy must be retained by the sender)
- Unsolicited advertisements
Other Types of Transitory Information

- Records of temporary usefulness that:
  - are not an integral part of a record series.
  - are required only for the purpose of transferring information to a record that will be retained as part of a record series.

- Records that do not conduct university business.
Managing Your Transitory Information

- Establish a system to dispose of all transitory email on a regular basis!
- Destroy it as soon as its purpose has been fulfilled.
- You do not have to submit a Request to Dispose of Records Form.

It is important to be able to demonstrate proper and consistent management of transitory information, because like all other university records, it is subject to discovery or public information requests.
Correspondence Management Information

- Follow disposition procedures to dispose of all university records: Handbook of Business Procedures 20.5. Disposition of Records – General Information
- Records must not be destroyed before retention requirements have been fulfilled.
- In general, don’t keep records after they have met retention requirements.
Even if a record has fulfilled retention requirements, it may not be destroyed when any action involving the record has been initiated or is imminent, including:

- public information request
- litigation
- audit
- negotiation
- claim
- administrative review

Records must not be destroyed until the completion of the action and the resolution of all issues that arise from it.